

## **Consumer Contact Information for State Agencies**

An initial complaint should be filed with Penn Foster Career School and then with the Career School's home state, Pennsylvania. Enrolled or prospective students also have the right to file complaints within their state of residence regardless of whether the state regulates the institution. The state by state agency information is provided.

### **Alabama**

Alabama Department of Postsecondary Education – Private School Licensing Division  
P.O. Box 302130  
Montgomery, AL 36130-2130  
<https://psl.asc.edu/External/Complaints.aspx>

### **Alaska**

Alaska Commission on Postsecondary Education  
P.O. Box 110505  
Juneau, AK 99811-0505  
[http://acpe.alaska.gov/About\\_Us/Consumer\\_Protection](http://acpe.alaska.gov/About_Us/Consumer_Protection)

### **Arizona**

Arizona State Board for Private Postsecondary Education  
1400 W. Washington Street, Room 260  
Phoenix, AZ 85007  
<http://ppse.az.gov/complaint>

### **Arkansas**

Arkansas Board of Private Career Education  
501 Woodlane, Suite 312S  
Little Rock, AR 72201  
<http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx>

### **California**

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
<http://www.bppe.ca.gov/enforcement/complaint.shtml>

### **Colorado**

Colorado Department of Higher Education  
1560 Broadway, Suite 1600  
Denver, CO 80202  
<http://highered.colorado.gov/Academics/Complaints/default.html>

### **Connecticut**

Office of Financial & Academic Affairs for Higher Education  
61 Woodland Street  
Hartford, CT 06105-2326  
<http://www.ctohe.org/StudentComplaints.shtml>

### **Delaware**

Delaware Department of Education  
The Townsend Building  
401 Federal Street, Suite 2  
Dover, Delaware 19901  
[www.doe.k12.de.us](http://www.doe.k12.de.us)

**District of Columbia**

Office of the State Superintendent of Education - Education Licensure Commission  
810 First Street, NE, 2nd Floor  
Washington, DC 20002  
<http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints>

**Florida**

Commission for Independent Education  
325 West Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

**Georgia**

Georgia Nonpublic Postsecondary Education Commission  
2082 E Exchange Pl. #220  
Tucker, GA 30084-5334  
Phone: (770) 414-3300  
<https://gnpec.org/gnpec-authorized-school-complainant-form/>

**Hawaii**

HPEAP Administrator  
P.O. Box 541  
Honolulu, HI 96809  
(808) 586-7327  
<http://cca.hawaii.gov/hpeap/student-complaint-process/>

**Idaho**

Idaho State Board of Education - State Coordinator for Private Colleges & Proprietary Schools  
650 West State Street  
PO Box 83720  
Boise, Idaho 83720-0037  
[http://www.boardofed.idaho.gov/priv\\_col\\_univ/student\\_complaint.asp](http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp)

**Illinois**

Illinois Board of Higher Education  
431 East Adams Street, Second Floor  
Springfield, IL 62701-1404  
<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

**Indiana**

Accreditation Coordinator  
Indiana Board for Proprietary Education/  
Indiana Commission for Higher Education  
101 West Ohio Street, Suite 670  
Indianapolis, IN 46204-1984  
<http://www.in.gov/che/2744.htm>

**Iowa**

Iowa College Student Aid Commission  
430 East Grand Ave., FL 3  
Des Moines, IA 50319-1920  
<https://www.iowacollegeaid.gov/content/constituent-request-review>

**Kansas**

Kansas Board of Regents

Private Postsecondary Education Division

1000 SW Jackson St., Suite 520

Topeka, KS 66612-1368

[http://www.kansasregents.org/academic\\_affairs/private\\_out\\_of\\_state/complaint\\_process](http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process)

### **Kentucky**

Director of Postsecondary Licensing

1024 Capital Center Drive, Suite 320

Frankfort, KY 40601

<http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm>

### **Louisiana**

Office of the Attorney General

Consumer Protection Section

P.O. Box 94005

Baton Rouge, LA 70804-9005

<https://www.ag.state.la.us/article.aspx?articleID=36&catID=15>

### **Maine**

Higher Education Specialist

Maine Department of Education

23 State House Station

Augusta, Maine 04333

<http://www.maine.gov/doe/specialed/support/dispute/procedures/complaintinvestigation.html>

### **Maryland**

Maryland Attorney General

Consumer Protection Division

200 St. Paul St.

Baltimore, MD 21202

410-528-8662/888-743-0823 (toll free)

### **Massachusetts**

Massachusetts Board of Higher Education

One Ashburton Place, Room 1401

Boston, MA 02108

<http://www.mass.edu/forstudents/complaints/complaintform.asp>

### **Michigan**

Michigan Department of Licensing and Regulatory Affairs

CSCL/Enforcement Division

P O Box 30018

Lansing MI 48909

[http://www.michigan.gov/lara/0,4601,7-154-35299\\_61343\\_35395\\_35396-139958--,00.html](http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396-139958--,00.html)

### **Minnesota**

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

### **Mississippi**

Mississippi Commission on Proprietary Schools College Registration

3825 Ridgewood Road

Jackson, MS 39211

<http://www.mccb.edu/pdfs/pg/PSComplaintForm.pdf>

**Missouri**

Missouri Department of Higher Education

205 Jefferson Street

P.O. Box 1469

Jefferson City, MO 65102-1469

<http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

**Montana**

Montana University System –Office of the Commissioner of Higher Education

2500 Broadway Street

P.O. Box 203201

Helena, MT 59620-3201

<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

**Nebraska**

Nebraska Department of Education

301 Centennial Mall South

Lincoln, NE 68509-4987

<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

**Nevada**

Nevada Commission on Postsecondary Education

8778 South Maryland Parkway Suite 115

Las Vegas, Nevada 89123

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

**New Hampshire**

Division Director

New Hampshire Department of Education

101 Pleasant Street

Concord, NH 03301-3494

<http://www.education.nh.gov/highered/compliance-allegation.htm>

**New Jersey**

Office of the Secretary of Higher Education

20 West State Street

4th floor, PO Box 542

Trenton, NJ 08625-0542

<https://www.state.nj.us/treas/highereducation/contactus.shtml>

**New Mexico**

New Mexico Higher Education Department

2048 Galisteo Street

Santa Fe, NM 87505-2100

<http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

**New York**

New York State Education Department

Bureau of Proprietary School Supervision

Investigations and Audit Unit

116 West 32nd Street, 5th Floor

New York, NY 10001

<http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf>

### **North Carolina**

Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration

910 Raleigh Road

Chapel Hill, NC 27514

[studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu)

### **North Dakota**

Office of Attorney General

Consumer Protection and Antitrust Division

Gateway Professional Center

1050 East Interstate Avenue, Ste. 200

Bismarck, ND 58503

<http://www.ag.nd.gov/CPAT/ConsumerComplaints.htm>

### **Ohio**

State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OH 43215

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

### **Oklahoma**

Oklahoma Board of Private Schools

3700 N. Classen Blvd., Suite 250

Oklahoma City, OK 731118

[http://www.ok.gov/agency.php?agency\\_id=130](http://www.ok.gov/agency.php?agency_id=130)

### **Oregon**

Director of Private Postsecondary Education

Higher Education Coordinating Commission

1500 Valley River Drive, Suite 100

Eugene, OR 97401

[Juan.baez-arevalo@state.or.us](mailto:Juan.baez-arevalo@state.or.us)

### **Pennsylvania**

Pennsylvania Department of Education – Postsecondary and Adult Education

Division of Higher & Career Education

333 Market Street, 12th Floor

Harrisburg, PA 17126-0333

<http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.VYRITFLd1M4>

### **Rhode Island**

Commissioner of Higher Education

RI Office of Higher Education

80 Washington Street, Suite 254

Providence, RI 02903

<http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf>

### **South Carolina**

South Carolina Commission on Higher Education –Academic Affairs and Licensing

1122 Lady Street, Suite 300  
Columbia, SC 29201

[http://www.che.sc.gov/CHE\\_Docs/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

#### **South Dakota**

South Dakota Office of the Attorney General  
1302 E. Highway 14, Suite 1  
Pierre, SD 57501-8501

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

#### **Tennessee**

Tennessee Higher Education Commission – Division of Postsecondary School Authorization  
Parkway Towers, Suite 1900  
404 James Robertson Parkway  
Nashville, TN 37243-0830  
ATTN: Complaints

[tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf](http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf)

#### **Texas**

TWC-Career Schools and Colleges  
101 East 15th Street, Room 226T  
Austin, TX 78778-0001

<http://www.twc.state.tx.us/svcs/propschools/problem-school.html>

#### **Utah**

Utah Division of Consumer Protection  
ATTN: Complaint Processor  
160 East 300 South  
Salt Lake City, UT 84114

<http://consumerprotection.utah.gov/complaints/index.html>

#### **Vermont**

Postsecondary Approval Coordinator  
Vermont Agency of Education  
120 State Street, 4th Floor  
Montpelier, VT 05620-2501

[http://education.vermont.gov/documents/EDU-VTAOE-Complaint\\_Resolution\\_for\\_Postsecondary\\_Education.pdf](http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf)

#### **Virginia**

State Council of Higher Education for Virginia  
101 North 14th Street, 9th Floor  
Richmond, VA 23219

<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

#### **Washington**

Washington Training and Education Coordinating Board  
128 10<sup>th</sup> Avenue SW  
Olympia, WA 98504-3105

[http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp)

#### **West Virginia**

WV Council for Community and Technical College Education  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301

<http://www.wvhepc.com/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

**Wisconsin**

Wisconsin Educational Approval Board  
201 W. Washington Avenue, 3rd Floor  
Madison, WI 53703  
<http://eab.state.wi.us/resources/complaint.asp>

**Wyoming**

Wyoming Department of Education  
2300 Capitol Avenue, Hathaway Building, 2nd Floor  
Cheyenne, WY 82002-2060  
<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>